Serial Florage 1, 10 1,		6	IPE						She	et l of l
Applicants	FORM PTO-1	440 111	2 5 2005	U.S. Depart	ment of Commerce	Attorney Docket No.: N	NUASI-00101	Serial No.: 10/	532,615	
Second Patent Issue Date Applicant Patent Issue Date Applicant Patente Class Subclass Filing Date		RIVATIO				Applicants: Carl Schoe	neberger et al.			
Second Patent Issue Date Applicant Patent Issue Date Applicant Patente Class Subclass Filing Date	(37 CFR 8 1 9	S(P))	(Use Several sneet	s ii Necessary)		Filing Date: July 31, 20	003	Group Art Uni	: 2661	
December December	(37 CIR § 1.5	5(0))	TRAUL			UMENTS				
Initials	Examiner		Serial / Patent	James Date			Class	Subclass	Filing	Date
AB	Initials		Number	issue Date						
AC	/BTO/	AA	6,301,480 B1	10/09/2001	Kenn	edy, III et al.	455	445	09/05/	1997
AD		AB							···	
AE AF AF <t< td=""><td></td><td>AC</td><td></td><td></td><td></td><td>···</td><td></td><td></td><td> </td><td></td></t<>		AC				···			 	
AF		AD								
AF		AE			·					. —
AH	<u>.</u>	AF		21	<i>-</i>				-	
AI		AG							· ·	
AJ		AH								
Publication Date Publication		AI								
Publication Date Publication Date Country / Patent Office Class Subclass Tanstand Tan		ΑJ					<u> </u>			
Document Number Publication Date Country / Patent Office Class Subclass Yes No			1	FOREIGN PATENTS	OR PUBLISHED FO	REIGN PATENT APPLIC	ATIONS			
Number Number Number Yes No			Document	Dablianian Data	Country	/ Potent Office	Class	Subclass	Trans	ation
AK			Number	Publication Date	Country	7 Fateut Office	Ciass	Guociniss	Yes	No
AM AN		AK								
AN		AL								
AO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)		AM								
OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) AP AQ AR AS AS AT AU AV AW AW AX AX AY AZ Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		AN				· · · · · · · · · · · · · · · · · · ·	<u> </u>			
AP AQ AQ AR AR AS AT AV AX AX AX AY AZ Brian O'Connor/ (12/12/2007) Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		AO								
AP AQ AQ AR AR AS AT AV AX AX AX AY AZ Brian O'Connor/ (12/12/2007) Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007			ОТНЕ	R DOCUMENTS (Inch	uding Author, Title, I	Date, Relevant Pages, Place	e of Publication)			
AR AS AT AU AV AW AW AX AY AY AY AZ Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		AP.								
AR AS AT AU AV AW AW AX AY AY AY AZ Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		AQ								
AS AT AU AV AW AX AX AX AY AZ Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		AR								
AT AU AU AV AX										
AU										
AV AW AX AX AZ Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007										
AW AX AY AZ Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007						· · · · · · · · · · · · · · · · · · ·				
AX AY AZ Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007					-					
AY AZ Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007										
AZ Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007										
Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007										
	Examiner:		an O'Connor/ (12/12/2007)		Date Considered:	2/12/2007			
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form	EXAMINER:				citation if not in confe		ed. Include copy o	f this form		

FORM PTO-1	449	JUL 1 1 2305 H	U.S. Depart	ment of Commerce Fradernark Office	Attorney Docket No.: NU	JASI-00101	Serial No.: 10/	632,615	-
(Modified)	g	G			Applicants: Carl Schoene		1		
	W. W.	ON DISCLOSURES (Use Several Shoets	If Necessary)	2.0.2.1	Filing Date: July 31, 200		Group Art Uni	1: 2661	
(37 CFR § 1.9	8(b))	BADEMAS					Group Ait Oil		
		0.110		U.S. PATENT DOC			,		
Examiner Initials		Serial / Patent Number	Issue Date	Applic	ant / Patentee	Class	Subclass	Filing	Date
/BTO/	AA	6,144,667	11/07/00	Do	shi et al.	370	401	08/0	
/BTO/	AB	6,289,001 B1	09/11/01		Smyk	370	216	10/1:	5/99
/BTO/	AC	6,615,235 B1	09/02/03	Сор	eland et al.	709	203	07/2	2/99
/BTO/	AD	6,781,959 B1	08/24/04	Gara	ıkani et al.	370	242	07/3	1/00
/BTO/	AE	6,868,059 B1	03/15/05	Jo	nes et al.	370	216	04/24	1/01
	AF.	•	13			•			
	AG								
	AH								
	Al	·							
	AJ								
	AK							·	
	AL			•					
	• AM			·					
	AN				33331				
	AO		•						
		F	OREIGN PATENTS	OR PUBLISHED FO	REIGN PATENT APPLICA	TIONS			
		Document		_				Trans	ation
		Number	Publication Date	Country	/ Patent Office	Class	Subclass	Yes	No
	AP			*					
	AQ		_		Y.				
	AR								
	AS								
	AT								
		OTHER	DOCUMENTS (Incli	uding Author, Title, D	Date, Relevant Pages, Place	of Publication)			
	AU								
	ΑV								
	AW								
	AX								
	AY								
	ΑZ								
	ВА								
Examiner:	/B	rian O'Connor/	(12/12/2007)		Date Considered: 12	2/12/2007			
EXAMINER:				citation if not in confo	rmance and not considered	. Include copy o	of this form		

U.S. Department of Commerce Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

INFORMATION SCLOSURE SEATEMENT BY APPLICANT

7 CFR § 1.9	B(b))	-		Filing Date: July 3	1, 2003	Group Art Unit: 2661			
		•	U.S	. PATENT DOCUMENTS		T			
Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing	Date	
/BTO/	AA	6,704,412 B1	03/09/04	Harris et al.	379	269	09/2	4/98	
	AB					<u> </u>			
	AC								
	AD		<u></u>						
	AE	-							
	.AF	, ,	t,			<u> </u>			
	AG				,				
•	АН								
	ΑI								
	AJ								
	AK								
	AL								
	AM								
	AN								
7	AO								
	1	F	OREIGN PATENTS OR P	UBLISHED FOREIGN PATENT API	PLICATIONS				
		Document	Publication Date	Country / Patent Office	Class	Subclass	Trans	lation	
		Document Number	Publication Date	Country / Fatent Office	Class	30001833	Yes	N	
	AP	·				 			
	AQ		<u> </u>						
	AR					 		-	
	AS							-	
	АТ								
	r	OTHER	DOCUMENTS (Including	Author, Title, Date, Relevant Pages,	Place of Publication)			-	
	AU								
	AV	T							
	AW								
	AX								
	AY	· · · · · · · · · · · · · · · · · · ·							
	AZ							-	
	BA	010	214010007		40/40/000				
xaminer:	/Briar	n O'Connor/ (1:	2/12/2007)	Date Considered:	12/12/2007				

NFORMATON DISCLOST DEAT REVENET BY APPLICANT Applicants: Carl Schoeneberger et al.	FORM PTO-1 (Modified)	449	018	U.S. Depart	ment of Commerce Frademark Office	Attorney Docket No.: NU	JASI-00101	Serial No.: 10.	/632,615	
O7 CFR § 1.98(b)		ORMATA	N DISCLOSURE TATI			Applicants: Carl Schoene	berger et al.			
Sexuminer Sexu			1.1	ecessary)		Filing Date: July 31, 200	3	Group Art Un	it: 2661	
Examiner	(37 G. X 3			74	U.S. PATENT DOC	UMENTS		· · · · · · · · · · · · · · · · · · ·		
BTO AA	Examiner Initials	1	2.7	Issue Date			Class	Subclass	Filing	Date
BTO	/BTO/	AA		10/08/02	!	Brady	379	265.01	10/1	0/00
BTO	/BTO/	ΑВ	6,493,695 B1	12/10/02	Pick	ering et al.	706	47	09/2	9/99
BTO AE	/BTO/	AC	6,584,191 B1	06/24/03	McPa	artlan et al.	379	265.02	08/2	7/99
BTO	/BTO/	AD	6,665,395 B1	12/16/03	Bu	sey et al.	379	265.09	12/1	1/98
	/BTO/	ΑE	6,697,858 B1	02/24/04	Eze	rzer et al.	709	224	08/1	4/00
AH	/BTO/	AF	US 2001/0024997 A1	09/27/01	Sug	ano et al.	477	2	02/2	0/01
AI	/BTO/	AG	US 2004/0054743 A1	03/18/04	МсРа	rtlan et al.	709	206	07/3	1/03
AI AK AK AK AL AL AL AM AM AN		AH								
AK		Αl								
AL		AJ								
AM AN		AK								
AN AO BOULTON PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Publication Date Country / Patent Office Class Subclass Subclass Yes No AP AQ AQ AR		AL			•					
FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Yes No AP AQ AQ AR AR AS AS AT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) AV "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. BTO AV "Message Classification in the Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. BTO AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. Examiner: BTO Date Considered: 12/12/2007		AM								
FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Publication Document Number Publication Date Country / Patent Office Class Subclass Translation Yes No	·	AN								
FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Document Number Publication Country / Patent Office Class Subclass Translation Yes No		ΑO								
Document Number Publication Country / Patent Office Class Subclass Translation			FORE	ICN PATENTS	OD BIJBI ISHED EVE	EICN PATENT APPLICA	TIONS		L	
Document Number Publication Date Country / Patent Office Class Subclass Yes No AP AP AQ AQ AR AR AR AS AT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) /BTO/ AU "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. /BTO/ AV "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie Wy. 82070, pages 270-273. /BTO/ AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007			1010		OKTOBEIGHED TO	and the contract of the contra			Trans	lation
AQ AR AS AS AT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) /BTO/ AU "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. /BTO/ AV "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. /BTO/ AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007			Document Number		Country	Patent Office	Class	Subclass		
AR AS AT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) /BTO/ AU "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. /BTO/ AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		AP		,	-					
AR AS AT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) /BTO/ AU "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. /BTO/ AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		ΑO								
AS AT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) /BTO/ AU "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. /BTO/ AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007								,		
OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) AU "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. BTO AV "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. BTO AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007										
OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) AU "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. AV "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. AX "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007										
/BTO/ AU "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrucken, Germany, pages 158-165. /BTO/ AV "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. /BTO/ AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		:	OTHER DOO	UMENTS (Incl	iding Author, Title, D	ate, Relevant Pages, Place	of Publication)			,
/BTO/ Av "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273. /BTO/ Aw "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007	/BTO/	ΑU	"Message Classification i					Published in Saa	rbrucken,G	iermany,
/BTO/ AW "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42. AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007	/BTO/	AV	"The Modernization of a		Karen Reasoner, Univ	ersity of Wyoming, Client	Support Service:	s, Information Te	echnology,	Laramie
AX AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007	/BTO/	AW			rvice on the Internet",	by D. Steul from San Franc	cisco, Ca., pages	.38-42.		
AY AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007		-								
AZ BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007									-	
BA Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007										
Examiner: /Brian O'Connor/ (12/12/2007) Date Considered: 12/12/2007	· · · · ·									
	Examiner:		n O'Connor/ (12/12	/2007)		Date Considered:	12/12/2	2007		
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	EXAMINER:	Init	ial citation considered. Dra	w line through o	itation if not in confo	mance and not considered.	Include copy o	f this form		

SEP 0 7 2004

	72 25	F 6 7 2001 341							51 1 01 1
FORM PTO-14 (Modified)	449	A CONTRACT	U.S. Depart Patent and T FATEMENT BY API If Necessary)	ment of Commerce Frademark Office	Attorney Docket No.:	NUASI-00101	Serial No.: 10/	632,615	
INFC	ORMATIC	N DISCLOSURE ST	TATEMENT BY API	PLICANT	Applicants: Carl Scho	eneberger et al.			
(37 CFR § 1.98	B(b))	(Osc Several Sheets	i i recessary)		Filing Date: July 31,	2003	Group Art Uni	t: 2661	
- }				U.S. PATENT DOC	UMENTS			,	
Examiner Initials		Serial / Patent Number	Issue Date	Applic	ant / Patentee	Class	Subclass	Filing	Date
/BTO/	AA	6,445,695 B1	09/03/02	Ch	ristie, IV	370	352	12/31	/98
/BTO/	AB	6,529,499 B1	03/04/03	Do	oshi et al.	370	352	09/22	/98
/BTO/	AC	6,674,713 B1	01/06/04	. В	erg et al.	370	217	02/23	/99
/BTO/	AD	6,687,251 B1	02/03/04	Мои	sseau et al.	370	401	12/08	/99
/BTO/	AE	6,766,377 BI	07/20/04	Grab	elsky et al.	709	238	08/24	/00
	AF	•							
	AG								
	АН						<u> </u>		
	ΑI								
	ΑJ						ļ		
	AK								
	AL								
	AM						ļ	·	
	AN								
	AO								
	·	F	OREIGN PATENTS	OR PUBLISHED FOR	REIGN PATENT APPL	ICATIONS			
		Document	5 LV 5 .	G : .	/ Patrick Office	Class	Subclass	Transl	ation
		Document Number	Publication Date	Country	/ Patent Office	Class	Subclass	Yes	No
	AP								
	AQ								
	AR						ļ		
,	AS								
	ΑТ	•							
		OTHER	DOCUMENTS (Inch	uding Author, Title, D	ate, Relevant Pages, Pla	ce of Publication)	· · · · · · · · · · · · · · · · · · ·		
	ΑU								
	ΑV		<u> </u>						
	AW			······					
	AX		· · · · · · · · · · · · · · · · · · ·						
	AY	11		·					
	AZ				·				
	BA /D	rian O'Connor/	(12/12/2007)		T	12/12/2007			<u>-</u>
Examiner:			 -		Date Considered:				
EXAMINER:	Init nex	ial citation considered t communication to ap	. Draw line through coplicant.	itation if not in confor	mance and not consider	ed. Include copy of	this form with		

U.S. Department of Commerce Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

Patent and Trademark (
INFORMATION DISCLOSURE STATEMENT BY APPLICANT
College Several Reports If Necessary)

7 CFR § 1.9	8(b))	HISC Several SBoots		Filing Date: July 3	1, 2003	Group Art Uni	t: 2661	 -
	,		U.:	S. PATENT DOCUMENTS				
xaminer Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing	Date
/BTO/	AA	6,366,577 B1	04/02/02	Donovan	370	352	06/02	2/00
	AB					ļ		
	AC	·				<u> </u>		
	AD							_
	AE							
•	AF			,				
	AĞ							
	АН							
	Al							
	AJ							
	AK		,					
	AL							
	AM							
-	AN							
	AO							
	l <u>.</u>	F	OREIGN PATENTS OR I	PUBLISHED FOREIGN PATENT AP	PLICATIONS	- 		
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Trans	lation
		Number	, admication bate	Country / Falcin Office			Yes	N
	AP					- 		
	AQ		<u> </u>			-		
	AR		<u> </u>					
	AS			· · · · · · · · · · · · · · · · · · ·				
	ΑT		<u> </u>			1		
	T	OTHER	R DOCUMENTS (Includin	g Author, Title, Date, Relevant Pages,	Place of Publication)			
	AU							
· · · · · · · · · · · · · · · · · · ·	ΑV				*************************************	· · · · · · · · · · · · · · · · · · ·		
	AW							
	AX					- <u>. </u> -		
	AY							
•	AZ							
	BA				40/40/0007			
	/Rri	an O'Connor/ (12/12/2007)	Date Considered:	12/12/2007			

	/	3/							
FORM PTO-14 (Modified)	MUL S	2 9 2004	U.S. Departn Patent and T	nent of Commerce rademark Office	Attorney Docket N	o.: NUASI-00101	Serial No.: 10/	632,615	
INFO	REATIO	ON DISCLOSURE S' (Use Several Sheet	TATEMENT BY APP s If Necessary)		Applicants:Carl Sc	hoeneberger et al.			
(37 CFR § 1.98	(p)) & D	4DEMBER S	,,		Filing Date: July 3	1, 2003	Group Art Uni	t: 2661	
				U.S. PATENT DOC	<u> </u>				
Examiner Initials		Serial / Patent Number	Issue Date		ant / Patentee	Class	Subclass	Filing	Date
/BTO/	AA	5,282,243	01/25/94	Dab	baghi et al.	. 379	201	11/0	6/92
/BTO/	AB	6,188,673 B1	02/13/01		uer et al.	370	252	09/0	2/97
/BTO/	AC	6,639,982 B1	10/28/03	Str	uart et al.	379	266.03	08/1	0/00
	AD								
	AE								
	AF								
	AG				•				
	AH								
	Al				· · · · · · · · · · · · · · · · · · ·				
	AJ								
	AK								
	AL								
	AM								
	AN								
							<u> </u>		
	AO							L	
			FOREIGN PATENTS C	OR PUBLISHED FOI	REIGN PATENT API	PLICATIONS	T	Trans	1.41
		Document Number	Publication Date	Country	/ Patent Office	Class	Subclass		l
								Yes	No
	AP								
	AQ						. 		
	AR								
	AS								
	АТ						<u> </u>		L
]	OTHE	R DOCUMENTS (Inclu	iding Author, Title, D	ate, Kelevant Pages,	riace of Publication)			
	AU					· - · · - · · · · · · · · · · · · · · ·			
	AV	· · · · · · · · · · · · · · · · · · ·				y		-	
	AW								
	AX				 				
	AY						 		
<u> </u>	AZ	. <u></u> -		 ;			•	- A	
	BA			· <u> </u>					
	BB								
	BC /R	rian O'Connor/	(12/12/2007)		Data Carreldons 4:	12/12/200	 7		
Examiner:					Date Considered:				
EXAMINER:	Init nex	nai citation considered to a	d. Draw line through ci	uation if not in confo	mance and not consid	serea. Include copy of	uus iorm with		

U.S. Department of Col Patent and Trademark (INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Rocets If Necessary) U.S. Department of Commerce Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Applicants:Carl Schoeneberger et al.

Serial No.: 10/632,615

	P. P.	(Use Several Speet	s If Necessary)		Applicants:Carl School		T	. 2661	
7 CFR § 1.9	8(b))	FRADEMA			Filing Date: July 31, 2	003	Group Art Un	11: 2001	
	r		η	U.S. PATENT DO	OCUMENTS	<u> </u>	1	1	
xaminer Initials		Serial / Patent Number	Issue Date	Арр	licant / Patentee	Class	Subclass	Filing	Date
/BTO/	AA	5,390,295	02/14/95		Bates et al.	395	157	12/2	0/91
BTO/	AB	5,491,795	02/13/96	E	Beaudet et al.	395	159	05/0	2/94
BTO/	AC	6,046,741	04/04/00		Hochmuth	345	348	11/2	1/97
BTO/	AD	6,225,998 B1	05/01/01		Okita et al.	345	356	12/0	2/97
BTO/	AE	6,266,058 B1	07/24/01		Meyer	345	339	09/0	8/98
/BTQ/	AF	6,590,596 B1	07/08/03		Rector	345	810	05/2	1/99
	AG								
	AH								
	Al								
	AJ							ļ	
	AK		<u> </u>					<u> </u>	
	AL								
	AM	 					-		
	AN								
	AO						<u></u>	<u></u>	
		I	OREIGN PATENTS	OR PUBLISHED F	OREIGN PATENT APPLI	CATIONS		1	
		Document Number	Publication Date	Count	try / Patent Office	Class	Subclass	Trans Yes	lation N
	AP								
. <u>-</u>	AQ						<u> </u>		<u> </u>
	AR					_			_
	AS								
	AT								
	<u>,</u>	ОТНЕ	R DOCUMENTS (Inclu	ding Author, Title	, Date, Relevant Pages, Plac	ce of Publication)		.	
	AU			· · · · · · · · · · · · · · · · · · ·					
	AV								
	AW								
	AX								
	AY								
	AZ							<u> </u>	
	BA								
	ВВ					·			
aminer:	BB BC	n O'Connor/ (1	2/12/2007)		Date Considered:	12/12/2007	7		

Sheet I of I FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/632,615 MAY 1 2 2004 Attorney Docket No.: NUASI-00101 Patent and Trademark (
INFORMATION DISCLOSURE SECTEMENT BY APPLICANT (Use Several Sheef If Necessary)

§ 1.98(b)) Applicants: Carl Schoeneberger et al. Group Art Unit: 2661 Filing Date: 07/31/03 (37 CFR § 1.98(b)) **U.S. PATENT DOCUMENTS** Examiner Initials Subclass Filing Date Serial / Patent Number Issue Date Applicant / Patentee Class /BTO/ AA 5,459,780 10/17/95 Sand 379 265 01/31/94 09/29/99 /BTO/ AB 6,611,590 B1 08/26/03 Lu ct al. 379 265.09 /BTO/ 03/31/00 AC 06/10/03 Huang et al. 379 265.02 6,577,726 B1 /BTO/ 08/29/97 ΑD 6,678,718 B1 01/13/04 Khouri et al. 709 204 /BTO/ ΑE US2002/0071541 A1 06/13/02 Cheung et al. 379 215.01 12/12/00 ΑF AG ΑH ΑĪ ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Publication Date Document Number Country / Patent Office Class Subclass Yes No ΑK ΑL AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP AQ AR AS ΑT ΑU ΑV ΑW ΑX ΑY ΑZ

/Brian O'Connor/ (12/12/2007)

Examiner:

EXAMINER:

12/12/2007

Date Considered:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

MAR 2 2 2004 FORM PTO-1449 (Modified)

U.S. Department of Commerce Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

7 CFR § 1.98	B(b))		ATEMENT BY API		Filing Date: 07/31/0	3	Group Art Uni	t:				
		1		U.S. PATENT DOC	CUMENTS		<u> </u>					
xaminer Initials		Serial / Patent Number	Issue Date	Applic	ant / Patentee	Class	Subclass	Filing	Date			
/BTO/	AA	6,219,648 B1	04/17/01	Jo	nes et al.	705	8	03/3	1/98			
/BTO/	AB	6,188,761 B1	02/13/01	Dick	erman et al.	379	265	10/2	2/97			
/BTO/	AC	2003/0195753 A1	10/16/03	}	Homuth	705	1	04/1	0/02			
/BTO/	AD	2003/0018702 A1	01/23/03	Brou	ighton et al.	709	202	01/3	0/01			
	AE											
	AF	t.		<u> </u>								
	AG						_					
	AH											
	Al											
	AJ				 			L				
		F	OREIGN PATENTS	OR PUBLISHED FO	REIGN PATENT APP	LICATIONS	·	,				
		Document	Bublication Data	Country	/ Patent Office	Class	Subclass Translation					
		Document Number	Publication Date	Country	- Patent Office	Class	Subciass	Yes	N			
	AK											
	AL				<u> </u>							
	AM											
	AN											
	AO	<u> </u>		<u> </u>			<u> </u>					
_		OTHER	DOCUMENTS (Incl	uding Author, Title, E	Date, Relevant Pages, P	lace of Publication)						
	AP											
	AQ											
	AR	_							•			
	AS											
	AT											
	AU											
	AV			·								
	AW											
	AX											
	AY											
	ΑZ	J				4046665						
aminer:	/R	rian O'Connor/ (12/12/2007)		Date Considered:	12/12/2007	•					

U.S. Department of Commerce Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

Patent and Trademark (
INFORMATION DISCLOSURE CATEMENT BY APPLICANT
LISE Several Such If Necessary)

37 CFR § 1.9	8(b))	RADEL SALE			Filing Date: 07/31/03		Group Art Uni		
	1		r-	U.S. PATENT DOC	UMENTS		<u></u>		-
Examiner Initials		Serial / Patent Number	Issue Date	Applica	nt / Patentee	Class	Subclass	Filing	Date
/BTO/	AA	6,574,218 B1	06/03/03	C	ooklev	370	352	05/2	5/99
/BTO/	AB	6,678,265 B1	01/13/04	Ku	ng et al.	370	352	12/3	0/99
/BTO/	AC	2003/0133558 A1	07/17/03	Ku	ng et al.	379	215.01	12/3	0/99
	AD								
	AE								
	AF								
	AG								
	AH							·	
	AI								
	AJ								
			OREIGN PATENTS O	R PUBLISHED FOR	EIGN PATENT APPLI	CATIONS	•		
		Document			. D O	Oliver	Cubalan	Trans	lation
		Document Number	Publication Date	Country	Patent Office	Class	Subclass	Yes	N
	AK								
	AL								
	AM								
	AN								
	AO								
		ОТНЕ	DOCUMENTS (Inclu	ding Author, Title, D	ate, Relevant Pages, Plac	ce of Publication)			
	AP								
	AQ								
	AR								
	AS								
	АТ								
	AU								
	ΑV				-(-	,			
	AW					1		4	
	AX								
	AY								
	AZ								

FORM PTO-14 (Modified)		2 4 2003	U.S. Depart	ment of Commerce Frademark Office	Attorney Docket No.: NU	ASI-00101	Serial No.: 10/	632,615	
	RAMTIC				Applicant: Carl Schoeneb	erger et al.			
(37 CFR § 1.98	SON A DE	(Use Sext al Sheet	TATEMENT BY API s if Necessary)		Filing Date: 7/31/03		Group Art Uni	t:	
(3) CI K § 1.36	3(0)/	· · · · · · · · · · · · · · · · · · ·		U.S. PATENT DOC	· · · · · · · · · · · · · · · · · · ·	 			
Examiner Initials		Serial / Patent Number	Issue Date	Applica	ant / Patentee	Class	Subclass	Filing	Date
/BTO/	AA	5,848,143	12/08/98	And	rews et al.	379	219	03/0	4/96
/BTO/	AB	5,903,642	05/11/99	Schv	vartz et al.	379	309	09/2	4/97
/BTO/	AC	6,049,603	04/11/00	Schv	vartz et al.	379	309	02/0	2/99
/BTO/	AD	6,094,479	07/25/00	Lind	eberg et al	379	220	05/0	6/97
/BTO/	AE	6,122,364	09/19/00	Petri	ınka et al.	379	265	12/0	2/97
/BTO/	AF	6,542,475 BI	04/01/03	Ва	ala et al.	370	271	08/0	9/99
	AG								
	АН					····			
	ΑĪ								
	AJ								
	AK	·							
	AL								
	AM								
	AN								
	AO								
		1	FOREIGN PATENTS	OR PUBLISHED FOR	EIGN PATENT APPLICA	TIONS			
		Document	Publication Date	Country	/ Patent Office	Class	Subclass	Trans	lation
		Document Number	rubilication Date		ratent Office		Subclass	Yes	No
	AP								
	AQ								
	AR						ļ		
	AS			·		-			
	AT								
		OTHE	R DOCUMENTS (Incl	uding Author, Title, D	ate, Relevant Pages, Place o	f Publication)			
	AU						·		
	AV								
	AW								
	AX								
	AY								
	AZ	V							
	BA								
	BB					<u></u> 			
Eu-ins	BC /R	rian O'Connor/	(12/12/2007)		Date Considered:	12/12/200	7	<u> </u>	
Examiner: EXAMINER:				citation if not in confo	rmance and not considered.				
L	wit	th next communicatio	n to applicant.						

FORM PTO-14	449	ET 2 3 2003	U.S. Depart	ment of Commerce Frademark Office	Attorney Docket No.: N	IUASI-00101	Serial No.: 10	/632,615	
i tiviouilicui	-		Patent and TATEMENT BY AP	Frademark Office PLICANT	Applicant: Carl Schoen				
(37 CFR § 1.9	8(P)) E	(Use Several Pheel	TATEMENT BY AP s If Necessary)		Filing Date: July 31, 20		Group Art Uni	it:	
(37 0111 3 1151	3(0))			U.S. PATENT DOC			·		
Examiner Initials		Serial / Patent Number	Issue Date	Applic	ant / Patentee	Class	Subclass	Filing	3 Date
/BTO/	AA	6,046,762	04/04/00	Son	nesh et al.	348	16		1/97
	AB								
	AC								
	AD								
	AE			-					
	AF		7.80	•	· · · · · · · · · · · · · · · · · · ·		•		
	AG								
	AH					<u> </u>			
	AI						ļ		
	AJ			· ·					
	AK						 		
	AL					 	-		
	AM						 		
	AN								
	AO	•							
		1	FOREIGN PATENTS	OR PUBLISHED FOR	REIGN PATENT APPLIC	ATIONS			
		Document	B 111 B .	<u> </u>	(Data at 0.55	C1	C. I. alaa	Trans	lation
		Number	Publication Date	Country	/ Patent Office	Class	Subclass	Yes	No
	AP								
	AQ						ļ. .		
	AR								
	AS						1		<u> </u>
	AT		DOGLILATING (C.)		Delta Delta	<u> </u>	I	l	
/DTO/	A 1 7				ate, Relevant Pages, Place	of Publication)			•
/BTO/ /BTO/	AU AV		rin McPartlan", 2 page 1 Schoeneberger" 2 pag					-	
/BTO/	AW				ve Intelligence, April 6, 20	01 nn 1 of 31			
/BTO/									· · · ·
	AX				nce?", Interactive Intellige 14, August 2, 2001, pp. 1				
/BTO/	AY	CosmoCom, "Cosm pp. 1 of 3	oCall Universe™ Tech	nology Overview", h	ttp://www.cosmocom.com	/Productinfo/tech	over.htm, August	2, 2001,	/
/BTO/	AZ	"Using SNMP to M	anage Your Call Cente	r More Efficiently",	2001 Aspect Communicat	ion Corporation,	12 рр.		
	ВА								
	ВВ			•					
	BC /r	Prior O'Carra	/ /40/40/0007\		<u> </u>	40/40/225=	<u> </u>		
Examiner:		Brian O'Connor	<u> </u>		Date Considered:	12/12/2007			
EXAMINER:	lni: wit	tial citation considered h next communication	 Draw line through c to applicant. 	itation if not in confo	rmance and not considered	i. Include copy o	f this form		

Sheet I of I									
FORM PTO-14-9 SEP 2 9 2003 U.S. Department of Comme (Modified)					Attorney Docket No.: N	Serial No.: 10/632,615			
		ON DISCLOSE RE S		Applicant: Carl Schoeneberger et al.					
INFORMATION DISCLOSINE STATEMENT BY APPLICANT (Use Second Sheets if Necessary) (37 CFR § 1.98(b))					Filing Date: July 31, 2003		Group Art Unit:		
U.S. PATENT DOCUMENTS									
Examiner		Serial / Patent Issue Deta			ant / Patentee Class Subclass Filing Date			Date	
Initials		Number	issue Date	Applicant / Lacine		Ciass	Guberaas	1 111112	, , , ,
	AA		<u> </u>						
	AB			l		 		-	
	AC .								
	AE								
	AF	 							
	AG								
	AH					 			
	Al								·
	AJ					 			
FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS									
		Document Number	Publication Date			Class	Subclass	Translation	
				Country	/ Patent Office			Yes	No
/BTO/	AK	EP 1 016 998 A2	05/07/00	EP		G06F	17/60		х
/BTO/	AL	WO 99/65214	12/16/99	PCT		H04M	3/46		х
	AM			_					
	AN								
	AO								
OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)									
	AP								
	AQ				·				
	AR								
	AS				(1)				
	AT	,							
	AU								
	AV								
	AW				 				
	AX								
	AY	·	·						
	AZ								
·	BA								
	BC								
	BD					<u> </u>			
	BE			· 					
Examiner:	BF /Bi	rian O'Connor/	(12/12/2007)		Date Considered:	12/12/2007			
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.									